



### **Solicitation Information**

**8 Feb 02**

**LOI # B00310**

**Title: Remote End User System and Data Base Administrative Support**

**Submissions Due : 6 March 02 @ 2:00 PM**

<b>PRE-BID CONFERENCE: Yes</b>	<b>DATE:20 Feb 02</b>	<b>Time : 2:30 PM</b>
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<b>MANDATORY : No</b>
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<b>LOCATION: Department of Administration, Division of Purchases (2<sup>nd</sup> Fl), One Capitol Hill, Providence, RI</b>
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Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than **18 Feb 02 at 12:00 Noon** . Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be discussed at the pre-bid conference and included in the meeting summary which will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

<b>SURETY REQUIRED: No</b>
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<b>BOND REQUIRED: No</b>
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**Jerome D. Moynihan, C.P.M., CPPO**  
**Administrator of Purchasing Systems**

**Vendors must register on-line at the State Purchasing Website at**  
**[www.purchasing.state.ri.us](http://www.purchasing.state.ri.us).**

### **NOTE TO VENDORS:**

Offers that are not accompanied by a completed and signed Bidder Certification Cover Form may be subject to disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

The Rhode Island Department of Administration / Division of Purchases, on behalf of the Department of Administration / Office of Library and Information Services, is soliciting proposals from qualified vendors to provide Remote End User System and Data Base Administrative Support in accordance with the terms of this solicitation and the State's General Conditions of Purchase, which is available at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us). The following is to solicit costs for services to support this project.

The state is seeking an option to have auxiliary system and data base administration support available on demand OFF- SITE via remote access. In most cases, the State will have the capability within its own organization to address its administration needs. However, there are times when additional support will be required for time consuming tasks, for establishment of new application packages, or for consultation. These tasks will not require a full time person on site.

The state anticipates cost savings using this approach.

It is the intent of the State to use this solicitation to establish a qualified vendor list for a three-year Master Price Agreement, administered by the Office of Library and Information Services. There is no current Master Price Agreement for this service.

Tentative M.P.A. term is 1 April 02 – 1 April 05

This is a Letter of Interest, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

#### INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. PROPOSALS FAXED TO THE STATE WILL NOT BE CONSIDERED.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401 222-3040).
- Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

To be considered qualified, offerors must demonstrate through references and staff resumes:

#### **General Qualifications**

- Remote End User Support in UNIX and AIX operating systems in a RS6000, Hewlett Packard and CITRIX environment
- Remote End User Support in are Oracle Rel 8, 8i, 9i and Sybase Rel 11.
- Remote End User Support in Oracle Public Sector Financials and Human Resources Release 11.5.5. The following modules are owned by the state:
  - General Ledger
  - Accounts payable
  - Purchasing
  - Accounts Receivable
  - Budgeting
  - Grants Management
  - Fixed Assets
  - Human Resource Management
  - Payroll
  - Project Management

- Inventory
- Order Entry
- Oracle Alert
- Web Employees
- Project Costing/Billing
- Engineering
- Bill of Materials
- Personal Time and Expense
- Context
- Oracle Developer
- Oracle Repot Generator
- Oracle Discover
- Oracle Data Warehouse

### **Vendor Business Requirements**

- References of work performed in large public or private organizations.
- Quality Guarantee: The vendor guarantees that work performed will meet project specifications and will be subject to Quality Assurance review by the state. Non-compliance will result in non-payment for services.

### **Scope of Work**

The state anticipates off-site services available 24x7; in addition, proposals must include a number of hours of on-site availability as well, to be requested when absolutely necessary. Some examples of these tasks would be to provide assistance on a limited time basis to

- troubleshoot,
- tune,
- monitor,
- solve problems,
- apply patch/version upgrades and
- general support for the Oracle database environment.

Vendors who provide this service will provide detail on the following:

- The service delivery or monitoring techniques and/or procedures that will be used
- Documentation on the nature of the task or problem addressed and corrective action taken
- The types of plans or service that are available and applicable response times. A minimum amount of periodic on site service may also be included in service plans.
- The vendor must certify it has a secure environment when accessing state systems
- Service Plan Costs will be provided on a hourly on-demand, monthly and yearly basis and summarized in the table below.. Please attach plan detail as required.

## Cost Proposal

Service Plan	Monthly/Annual hours of on-site support availability	Hourly Rate On-demand	Monthly cost	Annual cost
1.	Hrs.			
2.	Hrs			
3.	Hrs			

### CONFERENCE, Questions, & SUBMISSION

A Pre-proposal Conference, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted on 20 Feb 02, at 2:30 PM in The Department of Administration / Division of Purchases (Bid Room, 2<sup>nd</sup> floor), One Capitol Hill, Providence, RI 02908

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than **18 Feb 02 at 12:00 Noon** . Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be discussed at the pre-bid conference and included in the meeting summary which will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Interested offerors may submit proposals to provide the services covered by this Request on or before **6 March 02 at 2:20 PM**. *Proposals received after this time and date will not be considered.*

Responses (an original plus five copies) should be mailed or hand-delivered in a sealed envelope marked "LOI # **B00310: Remote End-User System & Database Support** " to

#### **By Courier:**

**RI Dept. of Administration  
Division of Purchases, 2<sup>nd</sup> floor  
One Capitol Hill  
Providence, RI 02908-5855**

#### **By Mail:**

**R.I. Department of Administration  
Division of Purchases  
P.O. Box 6528  
Providence, RI 02940-6528**

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered.

Proposals must include the following:

- A completed and signed R.I.V.I.P.generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>)
- A signed Cost Proposal reflecting the hourly rate, monthly rate and/or annual rate for service plans proposed for this scope of services, **Bidders must offer separate pricing for Year 1, Year 2, and Year 3.** If only one price appears, that price will remain constant for the life of the agreement. Bidder must include **pricing in hard copy and on disk (Microsoft Excel)**
- A Technical Proposal describing the background, qualification, and experience with and for similar programs,
- Sample resumes and references
- A completed and signed W-9 Taxpayer Identification Number and Certification Form, which may be downloaded from [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us) Call the Helpline at 401 222-2142, ext 134 if computer technical assistance is needed.

#### Evaluation and Selection

Only offerors who can demonstrate that they meet the General Requirements and Vendor Business Requirements above will be considered for selection.

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

➤	Individual Qualifications, Capability and Capacity	35 points
➤	Business Capability, Capacity, and Qualifications of the Offeror	35 points
➤	Cost (Complete attached matrix)	30 Points
		100 Points

*Submissions must receive a minimum of 75 points to qualify for inclusion in this Master Price Agreement.* Once the M.P.A. is established, the Office of Library and Information Services will assist the using State Agency in selection of an appropriate vendor and negotiation of an appropriate scope of work statement. The selection will be based on the need of the Agency and the expertise, cost, and availability of vendors on the Master Price Agreement. Inclusion on the Master Price Agreement is no guarantee of income.

Notwithstanding the foregoing, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further

The State reserves the right to accept or reject any or all options, bids or submissions and to act in its own best own best interest.